

UK Country Office & Supporter Care Administrator

London

Contract up to 12 months

Salary: Up to £23,000 per annum pro rata

Closing date: 9th December 2018



UK Country Office & Supporter Care Administrator – The Role

Are you looking to use your administration and support experience in a challenging position where every day offers something new and different? In this multi-functional position, you will provide administrative support to the UK Supporter Care team, the UK Country Office and the UK Country Director. Additionally, you will also provide cover for our Supporter Care team when needed.

You will provide support to the Country Director by coordinating attendance at meetings, organising travel arrangements and help with document and report preparation. An experienced administrator for the office, you will also process all incoming mail, help organise events and meetings and maintain filing systems, records and computer files.

You will be a valued member of the Supporter Care team where you will provide cover where needed. This means you will communicate with our supporters, by phone, email, social media and letter correspondence, providing prompt, knowledgeable responses to enquiries and complaints.

Keen to take your administration career to the next level and improve the lives of animals worldwide? Join us as UK Support Care Administrator, where your career will have a global impact.

UK Country Office and Supporter Care Administrator – Requirements

- Experience in an administrative support role including diary management, document and report preparation;
- Experience of handling customer/supporter enquiries and complaints, across a variety of communication channels;
- Excellent verbal and written communication skills, with confident telephone manner;
- Ability to review and accurately interpret the tone and content of a wide range of communications;
- Highly organised with the ability to multi-task and react quickly to new tasks;
- Desire to learn and ability to retain information across a number of different areas;
- Ability to manage own workload and prioritise tasks as well as following management instruction;
- Empathy with animal welfare issues

How to Apply

If you want to be part of our dynamic organisation and help us move the world to protect animals then please send us a copy of your CV, salary expectation and cover/motivation letters addressing your skills and experience relative to the role to

recruitment@worldanimalprotection.org

Due to the large volume of applications that we receive, we will not be acknowledging receipt of your application. If you do not hear from us within 3 weeks of the closing date, please consider your application as unsuccessful.

World Animal Protection is an equal opportunity employer and committed to providing equal opportunities for everyone regardless of their background.

The successful candidate must have permission to work in the position location.

Who are we?

We are World Animal Protection.

For over 50 years we have moved the world to protect animals.

We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

We stop the exploitation of wild animals for entertainment and profit. We protect pets and working animals in communities across the globe. We campaign for better farm animal welfare and fight against factory farming. We also help animals when disaster strikes.

Our vision is a world where animals live free from suffering. We are working to help people to see how important animals are to all of us.

We are determined to influence decision makers to put animals on the global agenda and inspire people to change animals' lives for the better. Today we're working on projects to end animal suffering by helping governments and communities to protect and care for their animals.

Why Work for us?

We move the world to protect animals globally but there are many other reasons to join our organisation. We are a truly global organisation with offices in Australia, Brazil, Canada, China, Costa Rica, Denmark, India, Kenya, the Netherlands, New Zealand, Sweden, Thailand, UK and USA. We employ over 380 people globally covering campaigns, media, fundraising, operations, finance, administration and human resources.

As well as competitive employee benefits we want our employees to grow with us and build their careers within World Animal Protection and therefore encourage internal applications. We have a strong track record of offering existing staff promotions as well as secondments and position changes within the organisation.

Job Description

UK Country Office and Supporter Care Administrator



We are World Animal Protection.

We end the needless suffering of animals.

We influence decision makers to put animals on the global agenda.

We help the world see how important animals are to all of us.

We inspire people to change animals' lives for the better.

We move the world to protect animals.

World Animal Protection is a truly global organisation, working in over 50 countries across the world, with offices in every continent. Our vision is a world where animals live free from suffering. We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

Job Title: UK Country Office and Supporter Care Administrator

Location: London/UK Country Office

Reports to: UK Supporter Care Manager

***Technical/Professional Accountability to:** N/A

Reportees: None

***Technical/Professional Reports:** N/A

Budget holder: No

Global/Local¹: Local

Main Purpose of the role

You will work closely with the UK Country Director providing highly organised day to day administrative support which extends to the wider UK Country Office. You will also give support to the UK Supporter Care team providing a backup function during busy periods.

Accountabilities

- Providing administrative and organisation support to the UK Country Director
- To any individual or supporter encountering the charity making sure their enquiry is resolved to a high standard
- The role holder will comply with the organisation's policies and procedures.

Duties and Responsibilities

UK Country Director

- Diary management – including booking and organising meetings with staff at all levels and external people
- Help with document and report preparation, layout and proof reading
- Event support – take ownership of booking venues for meetings and events such as away days, workshops etc

- Meeting preparation – collate and print materials, set up room, organise refreshments, minute taking (when required) and setup any AV requirements e.g. skype, PowerPoint etc
- Book international travel and accommodation for the UK Country Director
- Process invoices and expenses management
- Ad hoc administrative support and help with other tasks and projects as requested

Administration and UK Country Office support

- Open, distribute and handle all mail received by the UK country office
- Keep organisational charts, seating plans, country calendar and email distribution list up to date
- Be an expert on internal policies and procedures including but not limited to: booking travel, staff travelling abroad, meeting room setup, internal systems and working on making them more efficient and user friendly
- Monitor stationary stock levels for the UK Country Office and fulfilment house including ordering more when needed
- Work with the Supporter Care Manager to ensure that the fulfilment house follows agreed procedures when processing whitemail and it is sent to us within agreed service level agreement

Supporter Care

- Act as backup to the Supporter Care team during busy periods and/or lunchbreaks and annual leave and handle enquiries and complaints via phone, email, post and social media
- Process one off donations, direct debits to agreed processes and service level agreements
- Maintain an up to date knowledge of the Gift Aid scheme and handling all processes relating to this activity
- Update multiple databases including Salesforce and Raisers Edge with supporter information, collecting feedback and ensuring compliance with GDPR
- As and when required monitor calls handled by third party fundraising agencies
- Attend project working groups as a representative of Supporter Care providing supporter feedback and insight
- Participate in the training and support of new team members
- Keep an up to date knowledge of World Animal Protection including campaign areas and fundraising activity

The above details the core duties and responsibilities of the role however a flexible approach is essential

Organisational responsibilities

- Delivery of World Animal Protection's Global Strategy across the core themes of Mission, Movement & Transformation in a global, matrix environment
- Work cooperatively with external organisations, teams within World Animal Protection and in the wider animal welfare movement to pursue programme objectives and wider organisational goals, including those relating to brand, communications, fundraising and resource management.
- Actively participate in building our brand and maintain the integrity of our brand to support our profile, lead generation, income and engagement.
- Help secure resources (income) and reach (people and partnerships) by actively contributing to our supporter relationships, fundraising, communications, and donor reporting.
- Actively participate and support the organisation to ensure that we manage our resources (financial, staff and IT) efficiently and effectively by improvement of systems, reporting and compliance.
- Contribute to a learning culture and create a positive working environment for staff.

- The role holder will from time to time be required to undertake any other duties that are within the scope of this role.
- Take responsibility for their own health, safety and welfare, comply with H&S policy and procedures, and not act in any way that compromises the safety of themselves, colleagues or the public.
- The post holder may be required to travel internationally to provide support or participate in World Animal Protection's activities as and when required.

Skills and Experience

Essential

- Experience in an administrative support role including diary management, document and report preparation;
- Experience of handling customer/supporter enquiries and complaints, across a variety of communication channels;
- Excellent verbal and written communication skills, with confident telephone manner;
- Ability to compose a variety of bespoke correspondence to a high standard;
- Ability to review and accurately interpret the tone and content of a wide range of communications;
- Highly organised with the ability to multi-task and react quickly to new tasks;
- Desire to learn and ability to retain information across a number of different areas;
- Ability to manage own workload and prioritise tasks as well as following management instruction;
- Empathy with animal welfare issues

Desirable

- Experience of working for an animal welfare organisation;
- Experience of minute taking
- Experience of working with the Gift Aid scheme;
- Demonstrable understanding of animal welfare issues;
- Working knowledge of Salesforce & Raisers Edge
- Understanding of GDPR

Last reviewed/updated: November 2018

*World Animal Protection operates in a matrix environment. This means we routinely work with colleagues from different locations, business units and cultures in cross-functional and virtual teams.

¹A **global role** works across geographic boundaries with a remit to enable the delivery of strategic organisational activity across the world, providing direct input and support at a local level as required. A **local role** is primarily focussed on the delivery of strategic organisational activity within a country or location, providing information and input to global strategy and directions as required.